

## Safety Attribute Inspection (SAI) Data Collection Tool

### 1.3.15 Reliability Program (AW)

#### ELEMENT SUMMARY INFORMATION

**Purpose of this Element** (certificate holder's responsibility):

- To provide a reliability program which improves aircraft, power plants, and/or systems reliability through data collection, analysis, corrective action, and follow-up.

**Objective** (FAA oversight):

- To determine if the certificate holder's Reliability Program meets all applicable requirements Title 14 of the Code of the Federal Regulations (14 CFR) and FAA policies.
- To determine if the certificate holder's Reliability Program incorporates the safety attributes.
- To identify any shortfalls in the certificate holder's Reliability Program.

**Specific Instructions:**

- Intentionally left blank

#### SUPPLEMENTAL INFORMATION

**Specific Regulatory Requirements (SRRs):**

- SRRs:
  - 119.43(b)
  - 119.43(b)(1)
  - 119.43(b)(2)
  - 119.43(c)
  - 119.5(g)
  - 121.135(a)(1)
  - 121.135(b)(1)
  - 121.135(b)(2)
  - 121.135(b)(3)
  - D.074
  - D.074(a)
  - D.074(b)
  - D.074(c)
  - D.075
  - D.075(a)
  - D.075(b)
  - D.075(c)
  - D.077
  - D.077a
  - D.077f
  - D.077h
  - D.077i
  - D.079
  - D.079(b)
  - D.079(c)(1)
  - D.079(c)(2)

- SRRs:
  - D.079(c)(3)
  - D.079(c)(4)
  - D.079(c)(5)
  - D.079(c)(6)
  - D.079a
  - D.079c
  - D.088a
  - D.088b

**Related CFRs & FAA Policy/Guidance:**

- Related CFRs:
  - Intentionally left blank
- FAA Policy/Guidance:
  - FAA Order 8300.10, Volume 2, Chapters 66, 67
  - FAA Order 8300.10, Volume 3, Chapter 38
  - AC 120-17A

### SAI SECTION 1 - PROCEDURES ATTRIBUTE

**Objective:** Procedures, instructions, and information contained in the certificate holder's manual are documented methods for accomplishing a process. Policies contained in the certificate holder's manual should establish the certificate holder's compliance posture. Policies may not be stand-alone statements but may be embedded within procedures, instructions, or information regarding a particular regulatory requirement. The questions in this section of the data collection tool (DCT) are designed to assist the inspector in determining if the certificate holder's manual has documented or prescribed methods of accomplishing the process requirements that provide answers to the associated questions regarding who, what, when, where, and how. This section contains policy questions, procedural questions, and instructional or informational questions pertaining to various types of certificate holder requirements such as actions, prohibitions, or resources (i.e., personnel, facilities, equipment, technical data, etc.).

#### Tasks

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|    | To meet this objective, the inspector must accomplish the following tasks:   |
| 1. | Review the information listed in the Supplemental Information section of this DCT.   |
| 2. | Review the duties and responsibilities for management and other personnel identified by the certificate holder who accomplish the Reliability Program.       |
| 3. | Review the certificate holder's manual to ensure that it contains policies, procedures, instructions, and information necessary for the Reliability Program. |

#### Questions

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|       | To meet this objective, the inspector must answer the following questions:   |   |
| 1.    | Does the content of the certificate holder's manual meet the specific regulatory and FAA policy requirements for a Reliability Program:  |   |
| 1.1.  | Does the certificate holder's manual specify that it is authorized to use the provisions of a maintenance reliability program for:<br>SRRs: D.074; D.075   |   |
| 1.1.1 | Aircraft identified in the table of its D074 operations specifications?<br>SRRs: D.074   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> Not Applicable |
| 1.1.2 | Airframe, power plant, systems or individually selected items identified in the table of its D075 operations specifications?<br>SRRs: D.075  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> Not Applicable |
| 1.2.  | <p>Does the certificate holder's manual, identified in the table of its D074 or D075 operations specifications, contain the program description and the standards for determining maintenance intervals and tasks?<br/>SRRs: D.074(a); D.075(a)</p> <p><i>Related Design JTIs:</i></p> <p>1. Check that the Certificate Holder's program, which is authorized by D074 Operation Specifications to use the provisions of a maintenance reliability program for the entire aircraft contains the description and the standards for determining maintenance intervals, and identify that program in the table of the D074 Operation Specification.</p> <p><i>Sources:</i> D.074(a)<br/> <i>Interfaces:</i> 1.2.4(AW); 1.2.5(AW); 1.3.1(AW); 1.3.2(AW); 1.3.9(AW); 1.3.11(AW); 1.3.14(AW); 1.3.23(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP);</p> | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain  |

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|       | <p>4.2.1(AW)</p> <p>2. Check that the Certificate Holder's program, which is authorized by D075 Operation Specifications, to use the provisions of a maintenance reliability program for Airframe, powerplant, systems or individually selected items contains the description and the standards for determining maintenance intervals and tasks and is references that document in the D075 Operation Specifications table.</p> <p>Sources: D.075(a)</p> <p>Interfaces: 1.2.4(AW); 1.2.5(AW); 1.3.1(AW); 1.3.2(AW); 1.3.9(AW); 1.3.11(AW); 1.3.14(AW); 1.3.23(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 4.2.1(AW)</p> |   |
| 1.3.  | <p>Does the certificate holder's document, identified in D074 of its operations specifications, contain the time limitations for the overhaul, inspections, and checks of the aircraft and related systems including appliances and components controlled by the Reliability Program?</p> <p>SRRs: D.074(b)</p>   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> Not Applicable |
| 1.4.  | <p>Does the certificate holder identify, by an asterisk (*) or other identifier in the maintenance time limitation section of its operations specifications(or other document approved by the Administrator), airframe, power plant, systems, or individually selected items controlled by the Reliability Program authorized by D075 operations specifications?</p> <p>SRRs: D.075(b)</p>  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> Not Applicable |
| 1.5.  | <p>Does the certificate holder's manual, identified in the table of its D074 or D075 operations specifications, specify that if the Reliability Program document is canceled, the maintenance program shall be completely re-evaluated by the FAA?</p> <p>SRRs: D.074(c); D.075(c)</p>  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain  |
| 1.6.  | <p>Does the certificate holder's manual, identified in the table of its D074 or D075 operations specifications, specify that if the Reliability Program document is canceled, the maintenance and overhaul time limits shall be re-established by the operator and approved by the FAA?</p> <p>SRRs: D.074(c); D.075(c)</p>   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain  |
| 1.7.  | <p>Does the certificate holder, who is issued D075 operations specifications, state in its manual that it is authorized to use the Maintenance Time Limitations specified in the manual/document for the aircraft listed in the table of the D088 operations specifications?</p> <p>SRRs: D.088a</p>  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> Not Applicable |
| 1.8.  | <p>Does the certificate holder, who is issued D075 operations specifications, state in their manual that each change to an item not controlled by the Reliability Program must be FAA-approved?</p> <p>SRRs: D.088b</p>   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> Not Applicable |
| 1.9.  | <p>Does the certificate holder's manual specify that it is authorized to use the provisions of the contractual agreement listed in the table of its D077 operations specifications for the maintenance of the aircraft listed in that table, in accordance with the contractor's approved continuous maintenance program?</p> <p>SRRs: D.077</p>  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> Not Applicable |
| 1.10. | <p>Does the certificate holder's manual specify that it is authorized to participate in the contractor's Reliability Program, identified in the table of its D077</p>   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain  |

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|        | operations specifications, with the certificate holder's aircraft included in the contractor's fleet for the purpose of that program?<br>SRRs: D.077a  | <input type="checkbox"/> Not Applicable   |
| 1.11.  | Does the certificate holder's manual specify that maintenance intervals and assignment of maintenance tasks are controlled by the Reliability Program listed in the table of its D077 operations specifications?<br>SRRs: D.077a   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> Not Applicable |
| 1.12.  | Does the certificate holder include in its manual, the administration of the agreements listed in its D077 operations specifications and related policies and procedures, including those pertaining to the control of maintenance interval limits?<br>SRRs: D.077f  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> Not Applicable |
| 1.13.  | Does the certificate holder's manual specify that the contractor, listed in its D077 operations specifications, shall provide the certificate holder with a current copy of the publications and documents relating to the contractor's maintenance program as listed in that agreement and revisions?<br>SRRs: D.077h | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> Not Applicable |
| 1.14.  | Does the certificate holder's manual specify that it is authorized to participate in the reliability program listed in the table of their D079 Operation Specifications in accordance with the provisions of contractual agreements identified in that table?<br>SRRs: D.079   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> Not Applicable |
| 1.15.  | Does the certificate holder's manual specify that its aircraft may be included in the contractor's fleet for the purpose of the Reliability Program identified in the table of their D079 operations specifications?<br>SRRs: D.079; D.079a  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> Not Applicable |
| 1.16.  | Does the certificate holder's manual specify that maintenance intervals and assignment of maintenance tasks shall be controlled by the contractor's Reliability Program listed in the table of its D079 operations specifications?<br><br>SRRs: D.079(b)   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> Not Applicable |
| 1.17.  | Does the certificate holder's manual specify that the authorization for its contractual arrangements in D079 operations specifications shall be re-evaluated by the FAA if any of the following situations occur:<br>SRRs: D.079c  |   |
| 1.17.1 | The certificate holder's contractual arrangements are canceled or altered?<br><br>SRRs: D.079(c)(1)  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> Not Applicable |
| 1.17.2 | The contractor's Reliability Program is canceled?<br>SRRs: D.079(c)(2)   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> Not Applicable |
| 1.17.3 | The contractor ceases to operate that specific make/model aircraft or engine?<br><br>SRRs: D.079(c)(3)   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> Not Applicable |
| 1.17.4 | The contractor ceases to provide the contracted service for any reason?<br>SRRs: D.079(c)(4)   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> Not Applicable |
| 1.17.5 | The contractor's certificate is amended, suspended, revoked, or otherwise  | <input type="checkbox"/> Yes  |

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|        | terminated?<br>SRRs: D.079(c)(5)   | <input type="checkbox"/> No, Explain<br><input type="checkbox"/> Not Applicable                                 |
| 1.17.6 | A change in either the operator's or the contractor's operational environment adversely affects operational data?<br>SRRs: D.079(c)(6)   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> Not Applicable |
| 1.18.  | Does the certificate holder's manual contain the required references to, or excerpts from, Operations Specifications paragraphs D074, D075, D077 and D079?<br>SRRs: 119.43(b); D.074; D.075; D.077; D.079  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain  |
| 1.19.  | If the certificate holder's manual includes excerpts from its operations specifications, are the excerpts clearly identified as part of the operations specifications?<br>SRRs: 119.43(b)(1)   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> Not Applicable |
| 1.20.  | Does the certificate holder's manual require compliance with Operations Specifications paragraphs D074, D075, D077 and D079?<br>SRRs: 119.43(b)(2); D.074; D.075; D.077; D.079   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain  |
| 1.21.  | Does the certificate holder's manual contain a method for keeping all persons engaged in its operations informed of the provisions of Operations Specifications paragraphs D074, D075, D077 and D079?<br>SRRs: 119.43(c); D.074; D.075; D.077; D.079   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain  |
| 1.22.  | Does the certificate holder's Reliability Program comply with the guidance contained in FAA Order 8300.10?<br><i>Related Design JTIs:</i><br>1. Check that the Certificate Holder's reliability program (including a contractual program) contains procedures to define components, systems, or complete aircraft controlled by the program are identified by Air Transport Association (ATA) Specification 100.<br><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 B (1)<br>8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 D (1)<br><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)<br>2. Check that the Certificate Holder's reliability program (including a contractual program) contains procedures to define components, systems, or complete aircraft controlled by the program and a list of all components must be included as an appendix to the program document or included by reference (e.g., time limits, manuals, or computer report).<br><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 B (1)<br>8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 D (1)<br><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)<br>3. Check that the Certificate Holder's reliability program (including a contractual program) to define the portion of the maintenance program controlled by the reliability program (e.g., overhaul and/or inspection, check periods).<br><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 B (2)<br>8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 D (2)<br><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)<br>4. Check that the Certificate Holder's reliability program (including the contractor in a contractual program) contains procedures to obtain FAA approval for revision or change to the reliability measurement.<br><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 K (1) | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain  |

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|     | <p>8300.10 Volume 3 Chapter 38, Section 2, Paragraph 5 B. (2) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 (J)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>   |  |
| 5.  | <p>Check that the Certificate Holder's reliability program (including the contractor in a contractual program) contains procedures to obtain FAA approval for revision or changes involving performance standards, including instructions relating to the development of these standards.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 K (1) 8300.10 Volume 3 Chapter 38, Section 2, Paragraph 5 B. (2) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 (J)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> |  |
| 6.  | <p>Check that the Certificate Holder's reliability program (including the contractor in a contractual program) contains procedures to obtain FAA approval for revision or changes to the data collection system.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 K (1) 8300.10 Volume 3 Chapter 38, Section 2, Paragraph 5 B. (2) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 (J)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>  |  |
| 7.  | <p>Check that the Certificate Holder's reliability program (including the contractor in a contractual program) contains procedures to obtain FAA approval for revision or changes to the data analysis methods and application to maintenance program.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 K (1) 8300.10 Volume 3 Chapter 38, Section 2, Paragraph 5 B. (2) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 (J)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>                                    |  |
| 8.  | <p>Check that the Certificate Holder's reliability program (including the contractor in a contractual program) contains procedures to obtain FAA approval for revision or changes to any procedural or organizational change concerning program administration.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 K (1) 8300.10 Volume 3 Chapter 38, Section 2, Paragraph 5 B. (2) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 (J)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>                           |  |
| 9.  | <p>Check that the Certificate Holder's reliability program (including the contractor in a contractual program) contains procedures to obtain FAA approval for revision or changes to process(es)/task(s).</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 K (1) 8300.10 Volume 3 Chapter 38, Section 2, Paragraph 5 B. (2) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 (J)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>   |  |
| 10. | <p>Check that the Certificate Holder's reliability program (including the contractor in a contractual program) contains procedures to obtain FAA approval for revision or changes to alert-type programs to non-alert programs or vice versa.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 K (1) 8300.10 Volume 3 Chapter 38, Section 2, Paragraph 5 B. (2) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 (J)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>   |  |
| 11. | <p>Check that the Certificate Holder's reliability program (including the contractor in a contractual program) contains procedures to obtain FAA approval before adding or deleting aircraft or components/systems.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 K (1)</p>   |  |

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|     | <p>8300.10 Volume 3 Chapter 38, Section 2, Paragraph 5 B. (2) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 (J)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>   |  |
| 12. | <p>Check that the Certificate Holder's reliability program contains procedures for program revisions and that items requiring formal FAA approval are clearly identified.</p> <p><i>Sources:</i> 8300.10 Volume 3 Chapter 38. Section. 2 Paragraph 5B (8)(b)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>  |  |
| 13. | <p>Check that the Certificate Holder's reliability program has procedures in its manual to ensure that there is a method of distributing for approved revisions or changes to the reliability document.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66. Section 2 Paragraph 5. K (5) 8300.10 Volume 3 Chapter 38. Section. 2 Paragraph 5 B (8)(b)</p> <p><i>Interfaces:</i> 1.2.4(AW); 1.2.5(AW); 1.3.2(AW); 1.3.23(AW); 1.3.24(AW); 2.1.1(AW); 2.1.1(OP); 4.2.1(AW); 5.1.8(AW); 5.1.8(OP); 7.1.1(AW); 7.1.2(AW); 7.1.6(AW)</p>                      |  |
| 14. | <p>Check that the Certificate Holder's manual contains procedures, which must describe the organizational structure of the reliability program (including a contractual program) adequately.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 C (1) 8300.10 Volume 3 Chapter 67 Section 2 Paragraph 5 F (2)</p> <p><i>Interfaces:</i> 1.2.4(AW); 1.2.5(AW); 1.3.2(AW); 1.3.23(AW); 1.3.24(AW); 2.1.1(AW); 2.1.1(OP); 4.2.1(AW); 5.1.8(AW); 5.1.8(OP); 7.1.1(AW); 7.1.2(AW); 7.1.6(AW)</p>  |  |
| 15. | <p>Check that the Certificate Holder's manual contains procedures, which must address committee membership, if appropriate, of the reliability program (including a contractual program).</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 C (1) 8300.10 Volume 3 Chapter 67 Section 2 Paragraph 5 F (2)</p> <p><i>Interfaces:</i> 1.2.4(AW); 1.2.5(AW); 1.3.2(AW); 1.3.23(AW); 1.3.24(AW); 2.1.1(AW); 2.1.1(OP); 4.2.1(AW); 5.1.8(AW); 5.1.8(OP); 7.1.1(AW); 7.1.2(AW); 7.1.6(AW)</p>   |  |
| 16. | <p>Check that the Certificate Holder's manual contains procedures, which must address committee meeting frequency, if appropriate, of the reliability program (including a contractual program).</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 C (1) 8300.10 Volume 3 Chapter 67 Section 2 Paragraph 5 F (2)</p> <p><i>Interfaces:</i> 1.2.4(AW); 1.2.5(AW); 1.3.2(AW); 1.3.23(AW); 1.3.24(AW); 2.1.1(AW); 2.1.1(OP); 4.2.1(AW); 5.1.8(AW); 5.1.8(OP); 7.1.1(AW); 7.1.2(AW); 7.1.6(AW)</p>                                    |  |
| 17. | <p>Check that the Certificate Holder's reliability program (including a contractual program) contains an organizational chart that shows the relationships among organizational elements responsible for administering the program.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 C (1) 8300.10 Volume 3 Chapter 67 Section 2 Paragraph 5 F (2)</p> <p><i>Interfaces:</i> 1.2.4(AW); 1.2.5(AW); 1.3.2(AW); 1.3.23(AW); 1.3.24(AW); 2.1.1(AW); 2.1.1(OP); 4.2.1(AW); 5.1.8(AW); 5.1.8(OP); 7.1.1(AW); 7.1.2(AW); 7.1.6(AW)</p> |  |
| 18. | <p>Check that the Certificate Holder's reliability program (including a contractual program) defines the activities and responsibilities of each organizational element (Engineering, Quality Control, Flight</p>  |  |



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|     | <p>Operations, etc.) and/or reliability control committee for enforcing policy.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 C (1)<br/>8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 D 1(b) 8300.10 Volume 3 Chapter 67 Section 2 Paragraph 5 F (2)</p> <p><i>Interfaces:</i> 1.2.4(AW); 1.2.5(AW); 1.3.2(AW); 1.3.23(AW); 1.3.24(AW); 2.1.1(AW); 2.1.1(OP); 4.2.1(AW); 5.1.8(AW); 5.1.8(OP); 7.1.1(AW); 7.1.2(AW); 7.1.6(AW)</p>  |  |
| 19. | <p>Check that the Certificate Holder's reliability program (including a contractual program) defines the activities and responsibilities of each organizational element (Engineering, Quality Control, Flight Operations, etc.) and/or reliability control committee for ensuring corrective action.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 C (1)<br/>8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 D 1(b) 8300.10 Volume 3 Chapter 67 Section 2 Paragraph 5 F (2)</p> <p><i>Interfaces:</i> 1.2.4(AW); 1.2.5(AW); 1.3.2(AW); 1.3.23(AW); 1.3.24(AW); 2.1.1(AW); 2.1.1(OP); 4.2.1(AW); 5.1.8(AW); 5.1.8(OP); 7.1.1(AW); 7.1.2(AW); 7.1.6(AW)</p> |  |
| 20. | <p>Check that the Certificate Holder's reliability program (including a contractual program) includes an organizational chart that shows the two organizational elements responsible for approving changes to maintenance controls and specifying the duties and responsibilities for initiating maintenance program revisions.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 C (2)<br/>8300.10 Volume 3 Chapter 67 Section 2 Paragraph 5 F (2)</p> <p><i>Interfaces:</i> 1.2.4(AW); 1.2.5(AW); 1.3.2(AW); 1.3.23(AW); 1.3.24(AW); 2.1.1(AW); 2.1.1(OP); 4.2.1(AW); 5.1.8(AW); 5.1.8(OP); 7.1.1(AW); 7.1.2(AW); 7.1.6(AW)</p>                               |  |
| 21. | <p>Check that the Certificate Holder's reliability program contains procedures that identify the organizational element responsible for approving amendments to the program.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66. Section 2 Paragraph 5. K (3)</p> <p><i>Interfaces:</i> 1.2.4(AW); 1.2.5(AW); 1.3.2(AW); 1.3.23(AW); 1.3.24(AW); 2.1.1(AW); 2.1.1(OP); 4.2.1(AW); 5.1.8(AW); 5.1.8(OP); 7.1.1(AW); 7.1.2(AW); 7.1.6(AW)</p>  |  |
| 22. | <p>Check that the Certificate Holder's reliability program (including a contractual program) has a method of exchanging information among organizational elements. This may be displayed in a diagram.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 sec2 Paragraph. 5 D 1(a)<br/>8300.10 Volume 3 Chapter 67 Section 2 Paragraph 5 F (1)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>  |  |
| 23. | <p>Check that the Certificate Holder's reliability program (including a contractual program) contains procedures to ensure authority is delegated to each organizational element to enforce policy.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 D 2<br/>8300.10 Volume 3 Chapter 67 Section 2 Paragraph 5 F (2)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>  |  |
| 24. | <p>Check that the Certificate Holder's reliability program (including a contractual program) has organizational charts that show the relationship between the participants responsible for administering the program.</p> <p><i>Sources:</i> 8300.10 Volume 3 Chapter 67 Section 2 Paragraph 5 E (1)</p>   |  |

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|  | <p>8300.10 Volume 3 Chapter 67 Section 2 Paragraph 5 F (2)<br/> <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> <p>25. Check that the Certificate Holder's reliability program (including a contractual program) has organizational charts that show the authority delegated to each organizational element.<br/> <i>Sources:</i> 8300.10 Volume 3 Chapter 67 Section 2 Paragraph 5 E (2)<br/> 8300.10 Volume 3 Chapter 67 Section 2 Paragraph 5 F (2)<br/> <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> <p>26. Check that the Certificate Holder's manual contains procedures to ensure that the reliability program's (including a contractual program) data analysis system evaluates critical failures as they occur.<br/> <i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 F (3)<br/> 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 H (3)<br/> <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> <p>27. Check that the Certificate Holder's reliability program (including a contractual program) includes procedures that the highest maintenance official or his designee should participate in the administration of the reliability program and should serve as the final authority for major activities and for program changes requiring FAA approval.<br/> <i>Sources:</i> AC 120-17A Chapter 3. Paragraph 25a 8300.10 Volume 3 Chapter 67 Section 2 Paragraph 5 F (2)<br/> <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> <p>28. Check that the Certificate Holder's reliability program (including a contractual program) includes procedures for maintenance control changes to the program.<br/> <i>Sources:</i> 8300.10 Volume2 Chapter 66 Section 2 Paragraph 5 L (1)<br/> 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 N (1)<br/> <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.9(AW); 1.3.11(AW)</p> <p>29. Check that the Certificate Holder's reliability program (including a contractual program) has procedures to ensure that the organizational elements responsible for preparing substantiation reports to justify maintenance control changes has at least two separate organizational elements. One of which exercises inspection or quality control responsibility for the operator.<br/> <i>Sources:</i> 8300.10 Volume2 Chapter 66 Section 2 Paragraph 5 L (2)<br/> 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 N (2)<br/> <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.9(AW); 1.3.11(AW)</p> <p>30. Check that the Certificate Holder's reliability program (including a contractual program) includes procedures to ensure that the program identifies the processes used to specify the maintenance control changes such as sampling.<br/> <i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 L (3)<br/> 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 N (3)<br/> <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.9(AW); 1.3.11(AW)</p> <p>31. Check that the Certificate Holder's reliability program (including a contractual program) includes procedures to ensure that the program identifies the processes used to specify the maintenance control changes such as functional checks.<br/> <i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 L (3)<br/> 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 N (3)<br/> <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.9(AW); 1.3.11(AW)</p> |  |
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|  | <p>32. Check that the Certificate Holder's Reliability Program (including a contractual program) includes procedures to ensure that the program identifies the processes used to specify the maintenance control changes such as bench checks.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 L (3) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 N (3)<br/><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.9(AW); 1.3.11(AW)</p> <p>33. Check that the Certificate Holder's Reliability Program (including a contractual program) includes procedures to ensure that the program identifies the processes used to specify the maintenance control changes such as decision tree analysis.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 L (3) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 N (3)<br/><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.9(AW); 1.3.11(AW)</p> <p>34. Check that the Certificate Holder's Reliability Program (including a contractual program) includes procedures to ensure that the program identifies the processes used to specify the maintenance control changes such as unscheduled removals.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 L (3) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 N (3)<br/><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.9(AW); 1.3.11(AW)</p> <p>35. Check that the Certificate Holder's Reliability Program (including a contractual program) includes procedures to ensure that the program addresses all maintenance program activities controlled by program.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 L (4) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 N (4)<br/><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.9(AW); 1.3.11(AW)</p> <p>36. Check that the Certificate Holder's Reliability Program that there are procedures for amending the Operations Specifications as required.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 L (5)<br/><i>Interfaces:</i> 1.3.14(AW)</p> <p>37. Check that the Certificate Holder's reliability program (including a contractual program) includes procedures to ensure that the maintenance interval adjustments are not interfering with ongoing corrective actions.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 L (6) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 N (6)<br/><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> <p>38. Check that the Certificate Holder's Reliability Program (including a contractual program) recognizes critical failures and has procedures for taking corrective action.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 L (7) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 N (5)<br/><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> <p>39. Check that the Certificate Holder's Reliability Program (including a contractual program) includes procedures to notify the CHDO, when increased time limit adjustments or other program adjustments are addressed.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 L (8) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 N (7) 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 J (3)<br/><i>Interfaces:</i> 1.3.14(AW)</p> |  |
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| 40. | <p>Check that the Certificate Holder's reliability program contains procedures to ensure that each program includes one of the following for each aircraft system and/or component controlled by the program: Initial performance standards defining the area of acceptable reliability Methods, data, and a schedule to establish the performance standard</p> <p><i>Sources:</i> 8300.10 Volume 2. Chapter 66, Section 2, Paragraph 5 G (1)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.8(AW); 2.1.3(AW); 2.1.3(OP); 7.1.6(AW)</p> |  |
| 41. | <p>Check that the Certificate Holder's Reliability Program, has a procedure that when establishing the program's performance standards to use the analysis of similar equipment currently in service.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Sec1 Paragraph 15 A (2)<br/>8300.10 Volume 2. Chapter 66, Section 2, Paragraph 5 G (1)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>   |  |
| 42. | <p>Check that the Certificate Holder's Reliability Program has a procedure when establishing the program performance standards to use manufacturers engineering analysis.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 1 Paragraph 15 A (3)<br/>8300.10 Volume 2. Chapter 66, Section 2, Paragraph 5 G (1)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>  |  |
| 43. | <p>Check that the Certificate Holder's Reliability Program has a procedure when establishing the program performance standards to use the history of experience where reliability standards were acceptable to the airline industry.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 1 Par15A (4) 8300.10 Volume 2. Chapter 66, Section 2, Paragraph 5 G (1)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>   |  |
| 44. | <p>Check that the Certificate Holder's Reliability Program, has procedures to ensure it contains performance standards that are responsive to the level of reliability experienced.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 G (2)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>  |  |
| 45. | <p>Check that the Certificate Holder's Reliability Program, has procedures to ensure it contains performance standards that are sensitive to the level of reliability experienced.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 G (2)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>   |  |
| 46. | <p>Check that the Certificate Holder's Reliability Program (including a contractual program), contains procedures that specify the organizational elements responsible for monitoring the performance standard, as well as when and how to revise the standard.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 sec2 Paragraph 5 G (3)<br/>8300.10 Volume 2. Chapter 67, Section 2, Paragraph 5 K (1)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>  |  |
| 47. | <p>Check that the Certificate Holder's Reliability Program (including a contractual program), contains procedures that specify the organizational elements responsible for revising the performance standard, as well as when and how to revise the standard.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 sec2 Paragraph 5 G (3)<br/>8300.10 Volume 2. Chapter 67, Section 2, Paragraph 5 K (1)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>  |  |
| 48. | <p>Check that the Certificate Holder's Reliability Program Interval</p>  |  |

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|     | <p>Adjustment/Change System contains special procedures for escalating systems or components whose current performance exceeds control limits.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 sec2 Paragraph 5 J (1)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.9(AW); 1.3.14(AW); 1.3.23(AW)</p>  |  |
| 49. | <p>Check that the Certificate Holder's Reliability Program with Interval Adjustments Process and/or Task Changes system, that it includes procedures for adjusting maintenance intervals.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 1 Paragraph 19 B</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>  |  |
| 50. | <p>Check that the Certificate Holder's Reliability Program Interval Adjustments, Process, and/or Task Changes system, that it includes procedures for adjusting maintenance intervals. Typical considerations for adjusting HT or OC intervals should include sampling.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 1 Paragraph 19 B (1)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>                                  |  |
| 51. | <p>Check that the Certificate Holder's Reliability Program Interval Adjustments, Process, and/or Task Changes system, that it includes procedures for adjusting maintenance intervals. Typical considerations for adjusting HT or OC intervals should include actuarial studies.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 1 Paragraph 19 B (1)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>                         |  |
| 52. | <p>Check that the Certificate Holder's Reliability Program Interval Adjustments, Process, and/or Task Changes system, that it includes procedures for adjusting maintenance intervals. Typical considerations for adjusting HT or OC intervals should include unit performance.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 1 Paragraph 19 B (1)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>                          |  |
| 53. | <p>Check that the Certificate Holder's manual has a Reliability Program Interval Adjustments, Process, and/or Task Changes system, that it includes procedures for adjusting maintenance intervals. Typical considerations for adjusting HT or OC intervals should include inspection findings.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 1 Paragraph 19 B (1)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>          |  |
| 54. | <p>Check that the Certificate Holder's manual has a Reliability Program Interval Adjustments, Process, and/or Task Changes system, that it includes procedures for adjusting maintenance intervals. Typical considerations for adjusting HT or OC intervals should include maintenance findings.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 1 Paragraph 19 B (1)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>         |  |
| 55. | <p>Check that the Certificate Holder's manual that has a Reliability Program Interval Adjustments, Process, and/or Task Changes system, that it includes procedures for adjusting maintenance intervals. Typical considerations for adjusting HT or OC intervals should include reviewing pilot reports.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 1 Paragraph 19 B (1)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> |  |
| 56. | <p>Check that the Certificate Holder's Reliability Program includes procedures in the corrective action program for monitoring new aircraft</p>   |  |

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|     | <p>until sufficient operating experience is available to compute performance standards, normally 1 year.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 1 Paragraph 17B (4)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>   |  |
| 57. | <p>Check that the Certificate Holder's Reliability Program, using an average or base line method has procedures so that the standard is adjustable and reflects the operator's experience during seasonal and environmental condition changes and variations.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 1 Paragraph 17B (2)</p> <p>8300.10 Volume 2 Chapter 66 Section 1 Paragraph 17B (3)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> |  |
| 58. | <p>Check that the Certificate Holder's Reliability Program includes Statistical Performance Standards, which have procedures for periodic review and adjustment to the program to ensure the performance standards remain realistic.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 1 Paragraph 17B (3)</p> <p>8300.10 Volume 2 Chapter 66. Section 2 Paragraph 5. K (4)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>                        |  |
| 59. | <p>Check that the Certificate Holder's Reliability Program (including a contractual program) includes Statistical Performance Standards, which has a description of the statistical techniques used to determine operating reliability levels.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 F (6)</p> <p>8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 H (6)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>                |  |
| 60. | <p>Check that the Certificate Holder's Reliability Program (including a contractual program) Performance Standards contains procedures to report continued over-alert conditions.</p> <p><i>Sources:</i> 8300.10 Volume 3 Chapter 38. Section. 2 Paragraph 5B (7)(f)</p> <p><i>Interfaces:</i> 1.2.4(AW); 1.2.5(AW); 1.3.20(AW); 1.3.23(AW); 1.3.24(AW); 2.1.1(AW); 2.1.1(OP); 4.2.1(AW); 5.1.8(AW); 5.1.8(OP); 7.1.1(AW); 7.1.2(AW); 7.1.6(AW)</p>                                    |  |
| 61. | <p>Check that the Certificate Holder's Reliability Program (including a contractual program) Performance Standards contains procedures to report the status of ongoing corrective action.</p> <p><i>Sources:</i> 8300.10 Volume 3 Chapter 38. Section. 2 Paragraph 5B (7)(f)</p> <p><i>Interfaces:</i> 1.2.4(AW); 1.2.5(AW); 1.3.20(AW); 1.3.23(AW); 1.3.24(AW); 2.1.1(AW); 2.1.1(OP); 4.2.1(AW); 5.1.8(AW); 5.1.8(OP); 7.1.1(AW); 7.1.2(AW); 7.1.6(AW)</p>                            |  |
| 62. | <p>Check that the Certificate Holder's Reliability Program Performance Standards contains procedures to include maintenance intervals and process/task change procedures.</p> <p><i>Sources:</i> 8300.10 Volume 3 Chapter 38. Section. 2 Paragraph 5B (7)(g)</p> <p><i>Interfaces:</i> 1.2.4(AW); 1.2.5(AW); 1.3.20(AW); 1.3.23(AW); 1.3.24(AW); 2.1.1(AW); 2.1.1(OP); 4.2.1(AW); 5.1.8(AW); 5.1.8(OP); 7.1.1(AW); 7.1.2(AW); 7.1.6(AW)</p>  |  |
| 63. | <p>Check that the Certificate Holder's reliability program contains a method of distributing changes to the maintenance program (for example, job cards, shop manuals, etc.).</p> <p><i>Sources:</i> 8300.10 Volume 3 Chapter 38. Section. 2 Paragraph 5B (7)(j)</p> <p><i>Interfaces:</i> 1.2.4(AW); 1.2.5(AW); 1.3.20(AW); 1.3.23(AW);</p>   |  |

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|  | <p>1.3.24(AW); 2.1.1(AW); 2.1.1(OP); 4.2.1(AW); 5.1.8(AW); 5.1.8(OP); 7.1.1(AW); 7.1.2(AW); 7.1.6(AW)</p> <p>64. Check that the Certificate Holder's reliability program contains a method of implementing changes to the maintenance program (for example, job cards, shop manuals, etc.).<br/><i>Sources:</i> 8300.10 Volume 3 Chapter 38. Section. 2 Paragraph 5B (7)(j)<br/><i>Interfaces:</i> 1.2.4(AW); 1.2.5(AW); 1.3.20(AW); 1.3.23(AW); 1.3.24(AW); 2.1.1(AW); 2.1.1(OP); 4.2.1(AW); 5.1.8(AW); 5.1.8(OP); 7.1.1(AW); 7.1.2(AW); 7.1.6(AW)</p> <p>65. Check that the Certificate Holder's manual has procedures to ensure that when establishing the Reliability Program performance standards and using industry standards, they include a provision for reviewing the standards after the operator has gained one year of operating experience.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section Paragraph 15 A (1)<br/><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> <p>66. Check that the Certificate Holder's Reliability Program (including a contractual program) contains methods in the data analysis system to include the effects on maintenance controls such as overhaul time.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 F (2) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 H (2) 8300.10 Volume 2. Chapter 66, Section 2 Paragraph 5 A<br/><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> <p>67. Check that the Certificate Holder's Reliability Program (including a contractual program) contains methods in the data analysis system to include the effects on maintenance controls such as inspection periods.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 F (2) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 H (2) 8300.10 Volume 2. Chapter 66, Section 2 Paragraph 5 A<br/><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> <p>68. Check that the Certificate Holder's Reliability Program (including a contractual program) contains methods in the data analysis system to include the effects on maintenance controls such as check periods.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 F (2) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 H (2) 8300.10 Volume 2. Chapter 66, Section 2 Paragraph 5 A<br/><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> <p>69. Check that the Certificate Holder's Reliability Program (including a contractual program) contains methods in the data analysis system to include the effects on maintenance controls such as overhaul procedures.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 F (2) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 H (2) 8300.10 Volume 2. Chapter 66, Section 2 Paragraph 5 A<br/><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> <p>70. Check that the Certificate Holder's Reliability Program (including a contractual program) contains methods in the data analysis system to include the effects on maintenance controls such as inspection procedures.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 F (2) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 H (2) 8300.10 Volume 2. Chapter 66, Section 2 Paragraph 5 A</p> |  |
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|  | <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> <p>71. Check that the Certificate Holder's Reliability Program contains methods in the data analysis system to identify who is responsible for analyzing trend-related information.<br/><i>Sources:</i> 8300.10 Volume 3 Chapter 38. Section. 2 Paragraph 5B(5)(a) 8300.10 Volume 2. Chapter 66, Section 2 Paragraph 5 A</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> <p>72. Check that the Certificate Holder's Reliability Program contains methods in the data analysis system for conducting further analysis.<br/><i>Sources:</i> 8300.10 Volume 3 Chapter 38. Section. 2 Paragraph 5B(5)(b) 8300.10 Volume 2. Chapter 66, Section 2 Paragraph 5 A</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> <p>73. Check that the Certificate Holder's Reliability Program contains methods in the data analysis system to identify who will conduct any further analysis for corrective action (i.e., quality control or engineering).<br/><i>Sources:</i> 8300.10 Volume 3 Chapter 38. Section. 2 Paragraph 5B(5)(c) 8300.10 Volume 2. Chapter 66, Section 2 Paragraph 5 A</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> <p>74. Check that the Certificate Holder's Reliability Program (including a contractual program) contains a Data Analysis and Maintenance Control System that has methods and procedures for handling the documentation used to initiate changes to the maintenance program, including modifications.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section. 2 Paragraph 5 F (4) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 H (4) 8300.10 Volume 2. Chapter 66, Section 2 Paragraph 5 A</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> <p>75. Check that the Certificate Holder's Reliability Program (including a contractual program) contains a Data Analysis and Maintenance Control System that has methods and procedures for handling the documentation used to support changes to the maintenance program, including modifications.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section. 2 Paragraph 5 F (4) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 H (4) 8300.10 Volume 2. Chapter 66, Section 2 Paragraph 5 A</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> <p>76. Check that the Certificate Holder's Reliability Program (including a contractual program) contains a Data Analysis and Maintenance Control Systems that has methods and procedures for handling the documentation used to initiate changes to the maintenance program, including special inspections.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section. 2 Paragraph 5 F (4) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 H (4) 8300.10 Volume 2. Chapter 66, Section 2 Paragraph 5 A</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> <p>77. Check that the Certificate Holder's Reliability Program (including a contractual program) contains a Data Analysis and Maintenance Control Systems that has methods and procedures for handling the documentation used to support changes to the maintenance program, including special inspections.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section. 2 Paragraph 5 F (4) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 H (4) 8300.10</p> |  |
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|     | <p>Volume 2. Chapter 66, Section 2 Paragraph 5 A<br/> <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>   |  |
| 78. | <p>Check that the Certificate Holder's Reliability Program (including a contractual program) contains a Data Analysis and Maintenance Control Systems that has methods and procedures for handling the documentation used to initiate changes to the maintenance program, including fleet campaigns.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section. 2 Paragraph 5 F (4) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 H (4) 8300.10 Volume 2. Chapter 66, Section 2 Paragraph 5 A<br/> <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> |  |
| 79. | <p>Check that the Certificate Holder's Reliability Program (including a contractual program) contains a Data Analysis and Maintenance Control Systems that has methods and procedures for handling the documentation used to support changes to the maintenance program, including fleet campaigns.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section. 2 Paragraph 5 F (4) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 H (4) 8300.10 Volume 2. Chapter 66, Section 2 Paragraph 5 A<br/> <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>  |  |
| 80. | <p>Check that the contractor's manual contains procedures for the retention of the documents used support changes to the maintenance program including modifications.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 H (4)<br/> <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>   |  |
| 81. | <p>Check that the contractor's manual contains procedures for the retention of the documents used support changes to the maintenance program including special inspections.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 H (4)<br/> <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>   |  |
| 82. | <p>Check that the contractor's manual contains procedures for the retention of the documents used support changes to the maintenance program including fleet campaigns.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 H (4)<br/> <i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>   |  |
| 83. | <p>Check that the Certificate Holder's Reliability Program contains procedures to describe the criteria that would require further analysis to determine causal factors when instituting corrective action.</p> <p><i>Sources:</i> 8300.10 Volume 3 Chapter 38. Section. 2 Paragraph 5B (6)(a)<br/> <i>Interfaces:</i> 1.2.4(AW); 1.2.5(AW); 1.3.20(AW); 1.3.23(AW); 1.3.24(AW); 2.1.1(AW); 2.1.1(OP); 4.2.1(AW); 5.1.8(AW); 5.1.8(OP); 7.1.1(AW); 7.1.2(AW); 7.1.6(AW)</p>   |  |
| 84. | <p>Check that the Certificate Holder's Reliability Program contains procedures to describe the definitive conditions when corrective action will take place.</p> <p><i>Sources:</i> 8300.10 Volume 3 Chapter 38. Section. 2 Paragraph 5B (6)(b)<br/> <i>Interfaces:</i> 1.2.4(AW); 1.2.5(AW); 1.3.20(AW); 1.3.23(AW); 1.3.24(AW); 2.1.1(AW); 2.1.1(OP); 4.2.1(AW); 5.1.8(AW); 5.1.8(OP); 7.1.1(AW); 7.1.2(AW); 7.1.6(AW)</p>  |  |
| 85. | <p>Check that the Certificate Holder's Reliability Program contains</p>   |  |

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|     | <p>procedures that determine who implements corrective action.</p> <p><i>Sources:</i> 8300.10 Volume 3 Chapter 38. Section. 2 Paragraph 5B (6)(c)</p> <p><i>Interfaces:</i> 1.2.4(AW); 1.2.5(AW); 1.3.20(AW); 1.3.23(AW); 1.3.24(AW); 2.1.1(AW); 2.1.1(OP); 4.2.1(AW); 5.1.8(OP); 5.1.9(AW); 7.1.1(AW); 7.1.2(AW); 7.1.6(AW)</p>   |  |
| 86. | <p>Check that the Certificate Holder using a contracted Reliability Program has procedures in it's manual to perform corrective action's through the person responsible.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 I (1)</p> <p><i>Interfaces:</i> 1.2.4(AW); 1.2.5(AW); 1.3.20(AW); 1.3.23(AW); 1.3.24(AW); 2.1.1(AW); 2.1.1(OP); 4.2.1(AW); 5.1.8(AW); 5.1.8(OP); 7.1.1(AW); 7.1.2(AW); 7.1.6(AW)</p>   |  |
| 87. | <p>Check that the Certificate Holder using a contracted Reliability Program has procedures in it's manual for notifying the persons responsible for taking corrective action.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 I (2)</p> <p><i>Interfaces:</i> 1.2.4(AW); 1.2.5(AW); 1.3.20(AW); 1.3.23(AW); 1.3.24(AW); 2.1.1(AW); 2.1.1(OP); 4.2.1(AW); 5.1.8(AW); 5.1.8(OP); 7.1.1(AW); 7.1.2(AW); 7.1.6(AW)</p>  |  |
| 88. | <p>Check that the Certificate Holder's Reliability Program contains procedures for ensuring time limits (completion dates) is set for completing corrective action.</p> <p><i>Sources:</i> 8300.10 Volume 3 Chapter 38. Section. 2 Paragraph 5 B (6)(d) 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 F (5)</p> <p><i>Interfaces:</i> 1.2.4(AW); 1.2.5(AW); 1.3.20(AW); 1.3.23(AW); 1.3.24(AW); 2.1.1(AW); 2.1.1(OP); 4.2.1(AW); 5.1.8(AW); 5.1.8(OP); 7.1.1(AW); 7.1.2(AW); 7.1.6(AW)</p>   |  |
| 89. | <p>Check that the Certificate Holder's Reliability Program contains procedures for ensuring there is a chain of authority for carrying out the corrective action.</p> <p><i>Sources:</i> 8300.10 Volume 3 Chapter 38. Section. 2 Paragraph 5 B (6)(d)</p> <p><i>Interfaces:</i> 1.2.4(AW); 1.2.5(AW); 1.3.20(AW); 1.3.23(AW); 1.3.24(AW); 2.1.1(AW); 2.1.1(OP); 4.2.1(AW); 5.1.8(AW); 5.1.8(OP); 7.1.1(AW); 7.1.2(AW); 7.1.6(AW)</p>   |  |
| 90. | <p>Check that the Certificate Holder's Reliability Program (including a contractual program) contains procedures for when a corrective action is initiated by performance standards, the action is positive enough to restore performance effectively to an acceptable level within a reasonable time.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 1 Paragraph 17 (A) (1) 8300.10 Volume 3 Chapter 38. Section. 2 Paragraph 5 B (6)(d) 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 H (5)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> |  |
| 91. | <p>Check that the Certificate Holder's Reliability Program performance standards corrective action system includes procedures for notifying the organization responsible for taking the action.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 1 Paragraph 17 A (1) 8300.10 Volume 3 Chapter 38. Section. 2 Paragraph 5 B (6)(d)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>  |  |
| 92. | <p>Check that the Certificate Holder using a contracted Reliability Program has procedures to inform the contractor when corrective</p>  |  |

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|      | <p>action changes were made and the extent of those changes.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 I (3)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>   |  |
| 93.  | <p>Check that the Certificate Holder's Reliability Program performance standards corrective action system includes procedures to obtain periodic feedback (follow-up) until performance reaches an acceptable level to ensure the actions taken were effective.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 1 Paragraph 17 A (2)<br/>8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 I (4)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p> |  |
| 94.  | <p>Check that the Certificate Holder's Reliability Program, corrective action system includes provisions encompassing the methods established for the overall maintenance program such as work orders.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 1 Paragraph 17 A (3)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>  |  |
| 95.  | <p>Check that the Certificate Holder's Reliability Program, corrective action system includes provisions encompassing the methods the overall maintenance program such as special inspection procedures.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 1 Paragraph 17 A (3)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>  |  |
| 96.  | <p>Check that the Certificate Holder's Reliability Program, corrective action system includes provisions encompassing the methods the overall maintenance program such as engineering orders.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 1 Paragraph 17A (3)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>  |  |
| 97.  | <p>Check that the Certificate Holder's Reliability Program, corrective action system includes provisions encompassing the methods the overall maintenance program such as technical standards.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 1 Paragraph 17A (3)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>   |  |
| 98.  | <p>Check that the Certificate Holder's Reliability Program, that the corrective action system includes procedures to identify critical failures in which loss of function or secondary effects of failure that could effect airworthiness of the aircraft.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 1 Paragraph 17 A (4)<br/>8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 L (7)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>      |  |
| 99.  | <p>Check that the Certificate Holder's Reliability Program has methods to ensure that the corrective action program shows results as a matter of record.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 F (5)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>   |  |
| 100. | <p>Check that the Certificate Holder's Reliability Program has methods to ensure that the corrective action program includes sample forms used to implement these corrective actions.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 66 Section 2 Paragraph 5 F (5)</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.11(AW); 1.3.14(AW)</p>  |  |
| 101. | <p>Check that the Certificate Holder's Reliability Program, if developed for use by other air carriers, defines the responsibilities of the participating air carriers.</p> <p><i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 1 Paragraph 11</p>  |  |

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|  | <p><i>Interfaces:</i> 1.3.1(AW); 1.3.7(AW); 2.1.2(AW); 2.1.2(OP)</p> <p>102. Check that the Certificate Holder's Reliability Program, if developed for use by other air carriers includes procedures for the interfacing between both organizations.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 1 Paragraph 11<br/><i>Interfaces:</i> 1.3.1(AW); 1.3.7(AW); 2.1.2(AW); 2.1.2(OP)</p> <p>103. Check that the Certificate Holder's Reliability Program, if developed for use by other air carriers is based on the premise that the operator/applicant adopts appropriate portions of the contractor's approved aircraft maintenance program.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 1 Paragraph 11<br/><i>Interfaces:</i> 1.3.1(AW); 1.3.7(AW); 2.1.2(AW); 2.1.2(OP)</p> <p>104. Check that the Certificate Holder's reliability program that has been contracted, contains methods to analyze all the consolidated collected data and return it to the operator in a usable form.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 1 Paragraph 13<br/>8300.10 Volume 2. Chapter 66, Section 2 Paragraph 5 A<br/><i>Interfaces:</i> 1.3.1(AW); 1.3.7(AW); 2.1.2(AW); 2.1.2(OP)</p> <p>105. Check that the Certificate Holder's reliability program that has been contracted, contains methods to perform analysis of the data by comparing the mechanical performance of the operator's aircraft to acceptable levels and to the performance of the contractor's fleet.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 1 Paragraph 13<br/>8300.10 Volume 2. Chapter 66, Section 2 Paragraph 5 A<br/><i>Interfaces:</i> 1.3.1(AW); 1.3.7(AW); 2.1.2(AW); 2.1.2(OP)</p> <p>106. Check that the Certificate Holder using a contracted reliability program, that the contractors program has procedures that describe the reports, charts, and graphs used to document operating experience.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 1 Paragraph 15 A<br/><i>Interfaces:</i> 1.3.1(AW); 1.3.7(AW); 2.1.2(AW); 2.1.2(OP)</p> <p>107. Check that the Certificate Holder using a contracted reliability program, that the contractors program has procedures that establish the responsibilities for reports and clearly identify and describe the reporting elements.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 1 Paragraph 15 A<br/><i>Interfaces:</i> 1.3.1(AW); 1.3.7(AW); 2.1.2(AW); 2.1.2(OP)</p> <p>108. Check that the Certificate Holder using a contracted reliability program, that the contractors program has procedures or a contractual requirement to provide the operator with reports that reflect performance experience and status of corrective action.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 1 Paragraph 15 E<br/><i>Interfaces:</i> 1.3.1(AW); 1.3.7(AW); 2.1.2(AW); 2.1.2(OP)</p> <p>109. Check that the Certificate Holder using a contracted reliability program, that the contractors program has procedures or a contractual requirement to provide the operator with reports that reflect performance experience and status of corrective action.<br/><i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 1 Paragraph 15 E<br/><i>Interfaces:</i> 1.3.1(AW); 1.3.7(AW); 2.1.2(AW); 2.1.2(OP)</p> <p>110. Check that the Certificate Holder using a contracted reliability program, that the program has procedures to ensure that the requirements imposed on the contractor by the operator/applicant's maintenance</p> |  |
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|       | <p>program are supported by the contractual agreement.<br/> <i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 1 Paragraph 17<br/> <i>Interfaces:</i> 1.3.1(AW); 1.3.7(AW); 2.1.2(AW); 2.1.2(OP)</p> <p>111. Check that the Certificate Holder using a contracted reliability program, that the program has procedures to ensure that the requirements imposed on the contractor by the operator/applicant's reliability program are supported by the contractual agreement.<br/> <i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 1 Paragraph 17<br/> <i>Interfaces:</i> 1.3.1(AW); 1.3.7(AW); 2.1.2(AW); 2.1.2(OP)</p> <p>112. Check that the Certificate Holder using a contracted reliability program, that the program has procedures to ensure that the requirements imposed on the contractor by the operator/applicant's operations specifications are supported by the contractual agreement.<br/> <i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 1 Paragraph 17<br/> <i>Interfaces:</i> 1.3.1(AW); 1.3.7(AW); 2.1.2(AW); 2.1.2(OP)</p> <p>113. Check that the Certificate Holder using a contracted reliability program, that the operator has procedures that any program changes are approved by the FAA either on an individual basis or by procedures approved as part of the reliability program.<br/> <i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 1 Paragraph 19<br/> <i>Interfaces:</i> 1.3.1(AW); 1.3.7(AW); 2.1.2(AW); 2.1.2(OP)</p> <p>114. Check that the Certificate Holder using a contracted reliability program, the contractor's reliability program contains procedures that include an evaluation of conditions and trends found during the inspection of the aircraft that will result in corrective action.<br/> <i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 D (3)<br/> <i>Interfaces:</i> 1.3.1(AW); 1.3.7(AW); 2.1.2(AW); 2.1.2(OP)</p> <p>115. Check that the Certificate Holder using a contracted reliability program, that the operator/applicant's manual includes procedures for collecting the required data and sending it to the contractor in accordance with the contractual arrangement including corrective actions.<br/> <i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 G (3)<br/> <i>Interfaces:</i> 1.3.1(AW); 1.3.7(AW); 2.1.2(AW); 2.1.2(OP)</p> <p>116. Check that the Certificate Holder using a contracted reliability program, that the operator/applicant's manual includes procedures for collecting the required data and sending it to the contractor in accordance with the contractual arrangement including shop repair records for work performed away from the contractor's facility.<br/> <i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 G (3)<br/> <i>Interfaces:</i> 1.3.1(AW); 1.3.7(AW); 2.1.2(AW); 2.1.2(OP)</p> <p>117. Check that the Certificate Holder using a contracted reliability program, that the contractors data analysis system includes procedures to inform the operator/applicant of changes to maintenance controls.<br/> <i>Sources:</i> 8300.10 Volume 2 Chapter 67 Section 2 Paragraph 5 H (7)<br/> <i>Interfaces:</i> 1.3.1(AW); 1.3.7(AW); 2.1.2(AW); 2.1.2(OP)</p> |  |
| 1.23. | Does the certificate holder's Reliability Program comply with the guidance contained in FAA Advisory Circular 120-17A?  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 2.    | Does the certificate holder's manual contain general policies for the Reliability Program that comply with the SRRs?  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |

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|    | SRRs: 119.5(g); 121.135(b)(1); D.074(c); D.075(c); D.077i; D.079c  |  |
| 3. | Does the certificate holder's manual reference the appropriate Federal Aviation Regulations listed in the Supplemental Information section of this safety attribute inspection (SAI)?<br>SRRs: 121.135(b)(3) | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 4. | Does the certificate holder's manual contain the duties and responsibilities for personnel who will accomplish the Reliability Program?<br>SRRs: 121.135(b)(2)   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 5. | Does the certificate holder's manual include instructions and information for personnel to meet the requirements of the Reliability Program?<br>SRRs: 121.135(a)(1)  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |

| SAI SECTION 1 - PROCEDURES ATTRIBUTE<br>Drop-Down Menu |   |
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| 1.   | No procedures, policy, instructions or information specified.   |
| 2.   | Procedures or instructions and information do not identify (who, what, when, where, how).   |
| 3.   | Procedures, policy or instructions and information do not comply with CFR.  |
| 4.   | Procedures, policy or instructions and information do not comply with FAA policy and guidance.  |
| 5.   | Procedures, policy or instructions and information do not comply with other documentation (e.g., manufacturer's data, Jeppesen's Charts, etc.).                               |
| 6.   | Procedures, policy or instructions and information unclear or incomplete.   |
| 7.   | Documentation quality (e.g., unreadable or illegible).  |
| 8.   | Procedures, policy or instructions and information inconsistent across Certificate Holder manuals (FOM - Flight Operations Manual to GMM - General Maintenance Manual, etc.). |
| 9.   | Procedures, policy or instructions and information inconsistent across media (e.g., paper, microfiche, electronic).   |
| 10.  | Resource requirements incomplete (personnel, facilities, equipment, technical data).  |
| 11.  | Other.  |

## SAI SECTION 2 - CONTROLS ATTRIBUTE

**Objective:** Controls are checks and restraints designed into a process to ensure a desired result. The questions in this section of the DCT are designed to assist the inspector in determining if checks and restraints are designed into the process to ensure the desired result is achieved. Controls should be written into the manual system to ensure that the most important manual policies, procedures, or instructions and information will be followed.

Controls may be in the form of administrative controls, which are secondary or supplemental written procedures. Like written procedures, administrative controls also need to provide answers to questions regarding who, what, when, where, and how. Controls may also be in the form of engineered controls, such as automated features or mechanical actions or devices (i.e., safety devices, warning devices, etc.).

### Tasks

To meet this objective, the inspector must accomplish the following tasks:

1. Review the control questions below.
2. Review the certificate holder's policies, procedures, instructions and information to gain an understanding of the controls that it has documented.

### Questions

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|       | To meet this objective, the inspector must answer the following questions:  |  |
| 1.    | Are the following controls built into the Reliability Program:  |  |
| 1.1.  | Is there a control or controls in place to ensure that the certificate holder complies with the provisions of its operations specifications concerning the Reliability Program? | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.2.  | Is there a control or controls in place to ensure that the certificate holder collects the data required by its Reliability Program?  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.3.  | Is there a control or controls in place to ensure that the certificate holder submits Reliability Program reports in accordance with its policies and procedures?               | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.4.  | Is there a control or controls in place to ensure that the certificate holder provides Reliability Program personnel with proper training?                                      | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.5.  | Is there a control or controls in place to ensure that the certificate holder's reliability data reflects the actual operation?   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.6.  | Is there a control or controls in place to ensure that the certificate holder provides the data collected to the appropriate individual performing the reliability analysis?    | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.7.  | Is there a control or controls in place to ensure that the certificate holder obtains the required periodic feedback (follow-up) for the corrective action system?              | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.8.  | Is there a control or controls in place to ensure that the certificate holder initiates and documents corrective actions?   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.9.  | Is there a control or controls in place to ensure that the certificate holder properly interprets critical failures?  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.10. | Is there a control or controls in place to ensure that the certificate holder properly adjusts maintenance intervals?   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |



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| 1.11. | Is there a control or controls in place to ensure that the certificate holder properly interprets the reports and Reliability Program data collected? | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.12. | Is there a control or controls in place to ensure that the certificate holder properly adjusts statistical performance standards?                     | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 2.    | Does the certificate holder have a documented method for assessing the impact of any changes made to the controls in the Reliability Program?         | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |

| SAI SECTION 2 - CONTROLS ATTRIBUTE<br>Drop-Down Menu |  |
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| 1.   | No controls specified.   |
| 2.   | Documentation for the controls do not identify (who, what, when, where, how).        |
| 3.   | Controls incomplete.   |
| 4.   | Controls could be circumvented.  |
| 5.   | Controls could be unenforceable.   |
| 6.   | Resource requirements incomplete (personnel, facilities, equipment, technical data). |
| 7.   | Other.   |

### SAI SECTION 3 - PROCESS MEASUREMENT ATTRIBUTE

**Objective:** Process measurements are used by the certificate holder to measure and to assess its processes, to identify and to correct problems or potential problems, and to make improvements to the processes. The questions in this section of the DCT are designed to assist the inspector in determining if the certificate holder measures or assesses information to identify, analyze, and document potential problems with the process. Process measurements are a certificate holder's internal evaluation or auditing of the most important policies, procedures or instructions, and information associated with an element.

To prevent the duplication of work, process measurements are most commonly addressed through a combination of auditing features contained in both the certificate holder's safety program/internal evaluation program (for operations and cabin safety-related issues) and the auditing function of the Continuous Analysis and Surveillance System (for airworthiness or maintenance/inspection-related issues). The director of safety and the quality assurance department often work together to accomplish this function for the certificate holder. This approach requires amendment of the safety program/internal evaluation program audit forms or checklists and the Continuous Analysis and Surveillance System audit forms or checklists to include the specific process measurements for each element.

#### Tasks

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|    | To meet this objective, the inspector must accomplish the following tasks:  |
| 1. | Review the process measurement questions below.   |
| 2. | Review the certificate holder's policies, procedures, instructions and information to gain an understanding of the process measurements that it has documented. |

#### Questions

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|      | To meet this objective, the inspector must answer the following questions:   |  |
| 1.   | Does the certificate holder's Reliability Program include the following process measurements:  |  |
| 1.1. | Is there a process measurement or process measurements that would reveal if the certificate holder fails to comply with the provisions of its operations specifications in regards to the Reliability Program? | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.2. | Is there a process measurement or process measurements that would reveal if the certificate holder failed to collect the data required by its Reliability Program ?  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.3. | Is there a process measurement or process measurements that would reveal if the certificate holder failed to submit Reliability Program reports in accordance with its policies and procedures?                | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.4. | Is there a process measurement or process measurements that would reveal if the certificate holder failed to provide Reliability Program personnel with proper training?                                       | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.5. | Is there a process measurement or process measurements that would reveal if the certificate holder's reliability data failed to reflect the actual operation?  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.6. | Is there a process measurement or process measurements that would reveal if the certificate holder failed to provide the data collected to the appropriate individual performing reliability analysis?         | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.7. | Is there a process measurement or process measurements that would reveal if the certificate holder failed to obtain the required periodic feedback (follow-up) for the corrective action system?               | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |

|       |   |  |
|-------|---|--|
| 1.8.  | Is there a process measurement or process measurements that would reveal if the certificate holder failed to initiate and document corrective actions?  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.9.  | Is there a process measurement or process measurements that would reveal if the certificate holder failed to properly interpret critical failures?  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.10. | Is there a process measurement or process measurements that would reveal if the certificate holder failed to properly adjust maintenance intervals?   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.11. | Is there a process measurement or process measurements that would reveal if the certificate holder failed to properly adjust inspection intervals?  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 1.12. | Is there a process measurement or process measurements that would reveal if the certificate holder failed to properly interpret the reports and Reliability Program data collected?               | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 2.    | Is there a process measurement or process measurements that would reveal if the certificate holder's policy, procedures, instructions, and information contained in its manual were not followed? | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 3.    | Does the certificate holder document its process measurement results?   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 4.    | Does the certificate holder's manual provide for the use of process measurement results to improve its programs?  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 5.    | Does the organization that conducts the process measurements have direct access to the person with responsibility for the Reliability Program?  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |

| <b>SAI SECTION 3 - PROCESS MEASUREMENT ATTRIBUTE</b><br><b>Drop-Down Menu</b> |   |
|---|---|
| 1.  | No process measurements specified.  |
| 2.  | Documentation for the process measurements does not identify (who, what, when, where, how). |
| 3.  | Inability to identify negative findings.  |
| 4.  | No provisions for implementing corrective actions.  |
| 5.  | Ineffective follow-up to determine effectiveness of corrective actions.                     |
| 6.  | Resources requirements (personnel, facilities, equipment, technical data).                  |
| 7.  | Other.  |

### SAI SECTION 4 - INTERFACES ATTRIBUTE

**Objective:** Interfaces are used by the certificate holder to identify and to manage the interactions between processes. The questions in this section of the DCT are designed to assist the inspector in determining whether or not interactions between the policies, procedures or instructions, and information associated with other independent processes within the certificate holder's organization are documented. Written policies, procedures or instructions, and information that are interrelated and located in different manuals within the certificate holder's manual system must be consistent and complement each other. For the interfaces to be effectively managed, it is not only important to identify what the interfaces are, but it is imperative to document the specific location of the interfaces within the certificate holder's manual system.

#### Tasks

|    |  |
|----|--|
|    | To meet this objective, the inspector must accomplish the following tasks:   |
| 1. | Review the interfaces associated with the Reliability Program that have been identified along with the individual questions in section 1, Procedures, of this DCT. |
| 2. | Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the interfaces that it has documented.             |

#### Questions

|    |   |  |
|----|---|--|
|    | To meet this objective, the inspector must answer the following questions:<br>Note: The design job task items (JTIs) displayed with the questions in section 1, Procedures, of this DCT identify potential interfaces (by element number) for this element. |  |
| 1. | Does the certificate holder's manual properly address the interfaces that are identified along with the questions in section 1, Procedures of this DCT?   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 2. | Does the certificate holder's manual document a method for assessing the impact of any changes to the associated interfaces within the Reliability Program?   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |

| <b>SAI SECTION 4 - INTERFACES ATTRIBUTE</b><br><b>Drop-Down Menu</b> |  |
|--|--|
| 1.   | No interfaces specified.   |
| 2.   | The following interfaces not identified within the Certificate Holder's manual system: |
| 3.   | Interfaces listed are inaccurate.  |
| 4.   | Specific location of interfaces not identified within the manual system.               |
| 5.   | Other  |

## SAI SECTION 5 - MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTES

**Objective:** The questions in this section of the DCT address the responsibility and authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified, and knowledgeable person who is responsible for the process, is answerable for the quality of the process, and has the authority to establish and modify the process. (The person with the authority may or may not be the person with the responsibility.)

### Tasks

|    |   |
|----|---|
|    | To meet this objective, the inspector must accomplish the following tasks:                              |
| 1. | Identify the person who has overall responsibility for the Reliability Program.                         |
| 2. | Identify the person who has overall authority for the Reliability Program.                              |
| 3. | Review the duties and responsibilities of the person(s), documented in the certificate holder's manual. |
| 4. | Review the appropriate organizational chart.  |

### Questions

|    |  |   |
|----|--|---|
|    | To meet this objective, the inspector must answer the following questions:   |   |
| 1. | Does the certificate holder's manual clearly identify who is responsible for the quality of the Reliability Program?   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br>Name/Title: |
| 2. | Does the certificate holder's manual clearly identify who has authority to establish and modify the policies, procedures, instructions, and information for the Reliability Program?   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br>Name/Title: |
| 3. | Does the certificate holder's manual include the duties and responsibilities of those who manage the work required by the Reliability Program?<br>SRRs: 121.135(b)(2)  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain                |
| 4. | Does the certificate holder's manual include instructions and information for those who manage the work required by the Reliability Program?<br>SRRs: 121.135(a)(1)  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain                |
| 5. | Does the certificate holder's manual clearly and completely document the responsibility for this position?   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain                |
| 6. | Does the certificate holder's manual clearly and completely document the authority for this position?  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain                |
| 7. | Does the certificate holder's manual clearly and completely document its qualification standards for the person having responsibility for the Reliability Program?   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain                |
| 8. | Does the certificate holder's manual clearly and completely document its qualification standards for the person having authority to establish and modify the certificate holder's policies, procedures, instructions, and information for the Reliability Program? | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain                |
| 9. | Does the certificate holder's manual clearly and completely document the procedures for delegation of authority for the Reliability Program?   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain                |



| <b>SAI SECTION 5 - MANAGEMENT RESPONSIBILITY &amp; AUTHORITY ATTRIBUTES</b><br><b>Drop-Down Menu</b> |                           |
|--|---------------------------|
| 1.   | Not documented.           |
| 2.   | Documentation unclear.    |
| 3.   | Documentation incomplete. |
| 4.   | Other.                    |